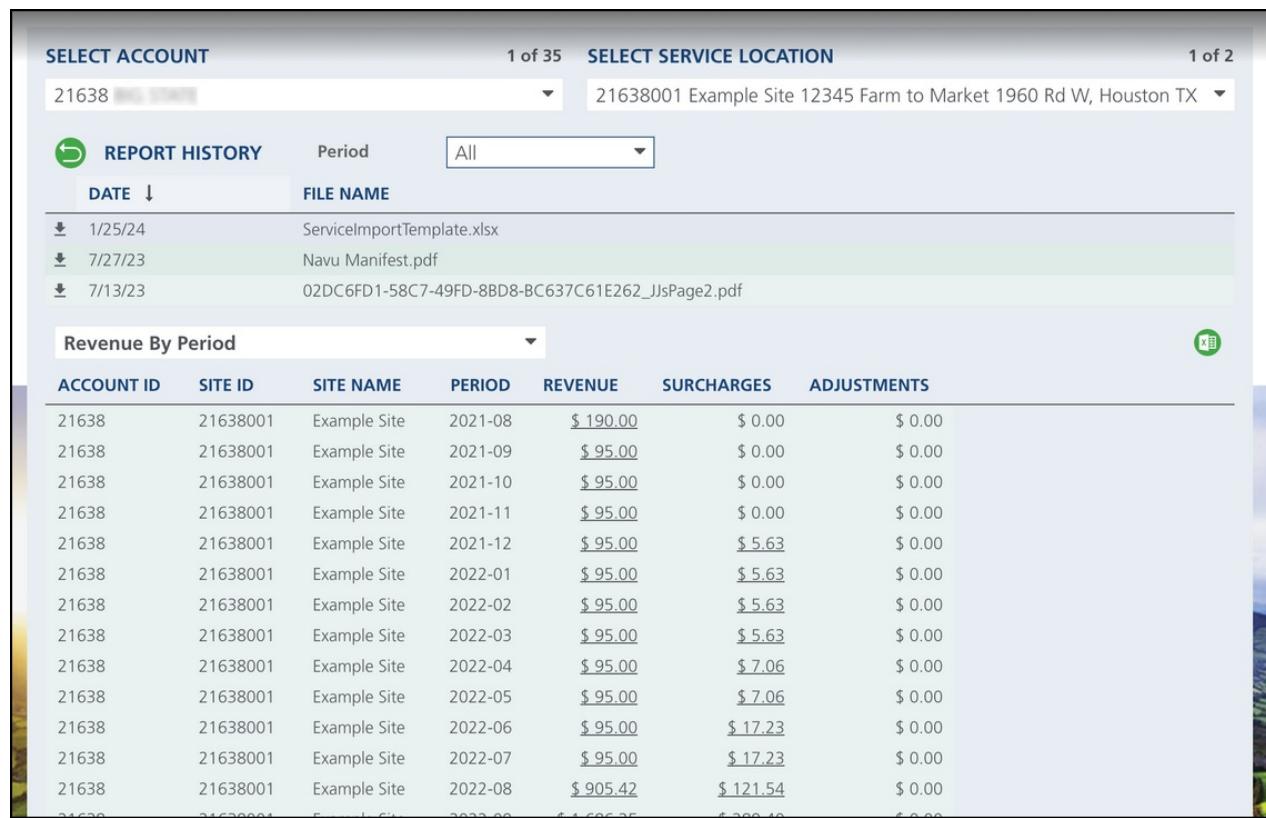


# Reports (Customer Portal) - Results Not Returning (20008)

Last Modified on 01/16/2026 10:31 am PST

The issue of reports not displaying on the Customer Portal has been resolved.



The screenshot shows the 'REPORT HISTORY' section of the Customer Portal. At the top, there are dropdown menus for 'SELECT ACCOUNT' (21638) and 'SELECT SERVICE LOCATION' (21638001 Example Site 12345 Farm to Market 1960 Rd W, Houston TX). Below these are filters for 'REPORT HISTORY' (Period: All), 'DATE' (sorted descending), and 'FILE NAME'. The file list includes 'ServiceImportTemplate.xlsx' (1/25/24), 'Navu Manifest.pdf' (7/27/23), and '02DC6FD1-58C7-49FD-8BD8-BC637C61E262\_JJsPage2.pdf' (7/13/23). Below the file list is a table titled 'Revenue By Period' with columns: ACCOUNT ID, SITE ID, SITE NAME, PERIOD, REVENUE, SURCHARGES, and ADJUSTMENTS. The table data is as follows:

ACCOUNT ID	SITE ID	SITE NAME	PERIOD	REVENUE	SURCHARGES	ADJUSTMENTS
21638	21638001	Example Site	2021-08	\$ 190.00	\$ 0.00	\$ 0.00
21638	21638001	Example Site	2021-09	\$ 95.00	\$ 0.00	\$ 0.00
21638	21638001	Example Site	2021-10	\$ 95.00	\$ 0.00	\$ 0.00
21638	21638001	Example Site	2021-11	\$ 95.00	\$ 0.00	\$ 0.00
21638	21638001	Example Site	2021-12	\$ 95.00	\$ 5.63	\$ 0.00
21638	21638001	Example Site	2022-01	\$ 95.00	\$ 5.63	\$ 0.00
21638	21638001	Example Site	2022-02	\$ 95.00	\$ 5.63	\$ 0.00
21638	21638001	Example Site	2022-03	\$ 95.00	\$ 5.63	\$ 0.00
21638	21638001	Example Site	2022-04	\$ 95.00	\$ 7.06	\$ 0.00
21638	21638001	Example Site	2022-05	\$ 95.00	\$ 7.06	\$ 0.00
21638	21638001	Example Site	2022-06	\$ 95.00	\$ 17.23	\$ 0.00
21638	21638001	Example Site	2022-07	\$ 95.00	\$ 17.23	\$ 0.00
21638	21638001	Example Site	2022-08	\$ 905.42	\$ 121.54	\$ 0.00
21638	21638001	Example Site	2022-09	\$ 1,605.25	\$ 200.40	\$ 0.00

Pathway: Customer Portal > Reports